



## Step-By-Step on Correcting Head of Household issues:

1. Bring up client and navigate to programs. Open program that client error is in.
  - i. The client's information may display warnings that should also be corrected. Such as missing ROI

Program Name	Start Date	End Date	Type
Social Services - Salvation Army - North Port ESA Service Only Salvation Army Services	12/22/2021	12/22/2021	Group
Family Diversion Services - Suncoast Partnership Other Program Type Suncoast Partnership to End Homelessness	02/22/2021	Active	Group
LINEAP - TSA S Other Program Type Salvation Army Services	06/03/2020	06/03/2020	Group
Building Strong Families - Sarasota - JFCS Resource Only Joseph Family and Children's Service of Sarasota/Honolulu	07/16/2019	12/12/2019	Group
LINEAP - TSA S Other Program Type Salvation Army Services	01/04/2019	01/04/2019	Group
LINEAP - TSA S Other Program Type Salvation Army Services	12/16/2017	12/16/2017	Group
Diversion & Early Intervention - FPIS Other Program Type Family Practice of South Sarasota County	11/20/2001	02/28/2020	Group

2. Once the Program opens, note the exit date of any Program Group Members whose date may be in red. This indicates that the group member's status in the program has been exited.
  - i. Red = Exited Enrollment / Green = Open Enrollment
  - ii. Note: if enrollment is still opened and members have not been exited:  
skip to step 6

PROGRAM: SCHOOLHOUSE LINK - SAFE CHILDREN COALITION

2780 DAYS INACTIVE PROGRAM

Program Type: Group (2)  
Program Start Date: 09/17/2014  
Program End Date: 06/30/2015  
Assigned Staff: Admin Admin  
Head of Household: [Redacted] Rodriguez

Service Name	Start Date	End Date
Transportation:Transportation Expense Assistance Safe Children Coalition	11/21/2014	11/21/2014
Education:Educational Vouchers Safe Children Coalition	11/21/2014	11/21/2014

Member Name	Start Date	End Date
Rose Polito	09/17/2014	06/30/2015



- 3. If a group member has been previously exited, their enrollment will need to be re- opened to make corrections.

2780 DAYS INACTIVE PROGRAM

Program Type:	Group (2)
Program Start Date:	09/17/2014
Program End Date:	06/30/2015
Assigned Staff:	Admin Admin
Head of Household:	<input type="text"/>

Program Group Members (+)

<input type="text"/>	09/17/2014	06/30/2015
----------------------	------------	------------

- 4. Scroll to the bottom of the Program Exit screen without making any changes to the data that is already entered for the client. At the bottom of the screen, click on “Reopen Client Program”.

PROGRAM: PRE-ENROLLMENT SRQ HOUSING VOUCHER PROJECT - SUNCOAST PARTNERSHIP

Enrollment History Assessments Goals Notes Files Chart [× Exit](#)

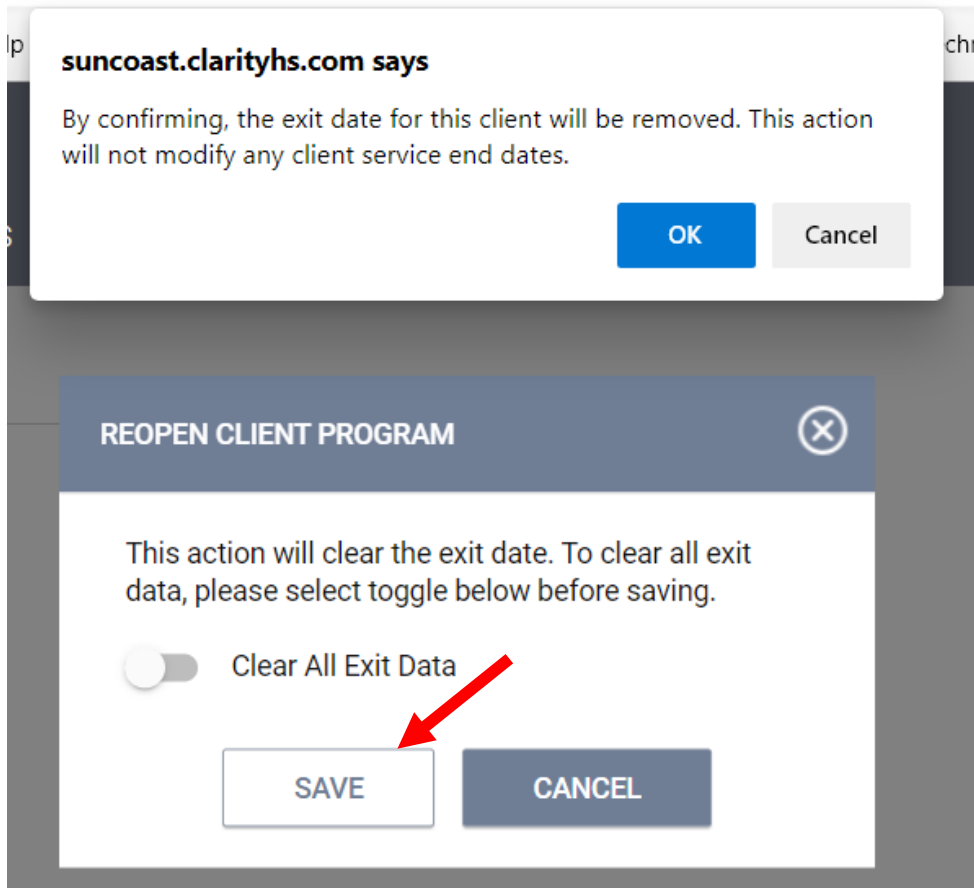
Client Non-Cash Benefit

HEALTH INSURANCE

Covered by Health Insurance



5. In the pop-up window that opens, click the SAVE button. Be sure not to change the slider next to "Clear All Exit Data". Click OK to confirm on the next pop-up and the Program will be reopened.





- 6. Now that enrollment is opened, you can update the Head of Household and all other Household members, if needed.

3066 DAYS ACTIVE PROGRAM

Program Type: Group (2)

Program Start Date: 09/17/2014

Assigned Staff: Admin Admin

Head of Household:

252 DAYS ACTIVE PROGRAM

Program Type: Group (5)

Program Start Date: 05/13/2022

Assigned Staff: Admin Admin

CHANGE HEAD OF HOUSEHOLD

- Colin Pinnock Self (head of household) ▾
- Syheria Pinnock Head of household's spouse ▾
- Zubki Pinnock Head of household's child ▾
- Zantino Pinnock Head of household's child ▾
- Zanly Pinnock Head of household's child ▾

SAVE CHANGES CANCEL

- 7. After all corrections are finished, be sure to Exit all Group members from the program again, with the original exit date Program.

Enrollment History Assessments Goals Notes Files Chart

End Program for client

Project Exit Date 06/30/2015

Destination Stavina or livina with familv. temporary tenure (e.a. room. apartment or hcv